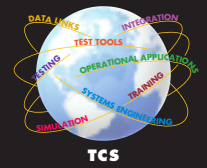




SPAWAR  
Systems Center  
San Diego

## TACTICAL COMMUNICATION SOLUTIONS

# Service Agreement Programs



### STANDARD SERVICE AGREEMENT PROGRAM

A Standard Service Agreement is included with the purchase of each Tactical Communication Solutions (TCS) Data Link Test Tool (DLTT) system and is complemented by associated component warranties. The Space and Naval Warfare Systems Center, San Diego (SSC San Diego) will provide for the required service and warranty for any hardware problems that may occur, as defined below.

A newly purchased system has a Standard Service Agreement period of one year from the date of installation. This provides for the repair or replacement of specific hardware components (motherboard; LAN, video, disk controller cards; single board computer; hard disk drive; CD-ROM or CD-RW drive; floppy drive) if they fail within the covered period. Special interface cards (i.e., ASF-PCI 1553, X.25 card, i960 serial synchronous, serial asynchronous, etc.) are covered by associated vendor warranties (typically 90 days from date of purchase). During the period of the Standard Service Agreement, any special interface cards that fail under normal DLTT operations within the vendor warranty period will be repaired or replaced at no cost to the customer. Should these cards fail outside the warranty period, TCS will attempt to repair the failed component. If repair is not possible, additional funding from the customer will be necessary to procure, install, and test the new component(s). This Standard Service Agreement also provides the user with software upgrades to DLTT software programs from TCS as they are released. Upgrades to the operating system and interface board-driver support software also are provided as TCS receives such upgrades from vendors. The upgrade of hardware components is not included in this agreement.

The Standard Service Agreement and the Annual Service Agreement described below also include involvement in the TCS Software Change Control Board program as well as TCS technical support.

### ANNUAL SERVICE AGREEMENT PROGRAM

Upon expiration of the Standard Service Agreement (1 year after the initial system installation), it is strongly recommended that the customer purchase the Annual Service Agreement (ASA) for addressing follow-on support. This agreement provides the customer with software upgrades to the DLTT software programs as they are released. The ASA also provides for the repair or replacement of failed hardware components during the covered period.

Upgrades to the operating system and interface board-driver support software also are provided as TCS receives such upgrades from vendors.

The upgrade of hardware components is not included in this agreement; therefore, it is highly recommended that customers purchase spares of all specialized interface boards associated with their DLTT system to remedy any component failures. Pricing information regarding the purchase of the DLTT ASA can be obtained from the Points of Contact listed in this data sheet.

### SOFTWARE CHANGE CONTROL BOARD, TECHNICAL SUPPORT SERVICES, TRAINING

These programs, which provide benefits to customers holding current service agreements, are described below.

#### TCS Software Change Control Board (SCCB)

The SCCB maintains configuration control of the DLTTs and processes changes to base-lined documentation and software/hardware for all DLTT products. This board provides a forum whereby customers can submit both operational issues in the form of Software Trouble Reports (STRs) as well as technical suggestions for improvement of DLTTs in the form of Engineering Change Proposals (ECPs) for consideration and/or action.

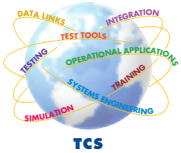
#### TCS Technical Support Services

On-line and telephone technical support is available during normal working hours Monday-Friday Pacific Time for all DLTT-related issues. TCS technical support personnel are available, along with the engineering staff, to assist customers in resolving problems, configuration issues, and system utilization queries. This support encompasses both hardware and software issues. The TCS technical support staff uses a sophisticated Trouble Call Management System (TCMS) to record all requests for technical assistance to ensure they are brought to a timely resolution.

#### DLTT Training

Periodically, TCS holds DLTT training classes at SSC San Diego. Customers with current ASAs are entitled to two seats at these classes (on a first-come, first-served basis).

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**TACTICAL COMMUNICATION SOLUTIONS**

## **Service Agreement Programs**

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### **FURTHER INFORMATION**

Data Link Test Tools are a family of applications developed and maintained by the Tactical Communication Solutions (TCS) group at SSC San Diego, Code 245, to facilitate TADIL integration and interoperability testing.

Further information on the DLTTs, service agreements, and other TCS services is available at the following:

TCS Web Site: <http://gateway.spawar.navy.mil>

Send email to: [gwinfo@spawar.navy.mil](mailto:gwinfo@spawar.navy.mil)

Telephone (toll free in the U.S.): 1-888-GWLinks (495-4657)  
or (619) 553-6622

### ***Point of Contact***

#### **TCS Sales and Customer Service**

Space and Naval Warfare Systems Center, San Diego  
Code 24524  
53560 Hull Street  
San Diego, CA 92152-5001  
USA  
Telephone: (619/DSN) 553-9401 or (619) 767-4374  
FAX: (619/DSN) 553-8221

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